

## Visitor Conditions of Entry

Serco recognises the importance of visitors for people in immigration detention; such contact is integral to their continued wellbeing throughout what is a very uncertain time. Serco welcomes visitors to all Immigration Detention Centres.

Daily visiting hours at each centre are as follows:

Christmas Island	09:00 – 11:00	13:00 – 17:00	
Maribyrnong	09:00 – 12:00	13:00 – 19:00	
Northern (Darwin)	09:00 – 12:00	13:00 – 16:30	
Perth	09:00 – 11:30	14:30 – 17:00	18:30 – 20:00
Villawood	12:30 – 19:00		

Legal representatives are permitted to visit people in detention between the hours of 09:00 and 17:30 daily. Visits outside of these hours must be requested in writing and are subject to approval by the Centre Manager and the Department of Immigration and Citizenship.

To help us uphold the safety and security of the centres, and the welfare of all people within them, we ask that you read and agree with the following Visitor Terms and Conditions.

### **VISITOR CONDITIONS OF ENTRY**

When you are visiting a person in immigration detention, it is important that you agree to the Visitor Conditions of Entry outlined below:

1. Ensure a completed Visitors Application form is received by the Centre Manager for approval no later than 24 hours before your requested visit time. If multiple visits are anticipated, a daily schedule of visits may be submitted one week in advance
2. Provide two forms of identification; one of which must be photographic (e.g. Passport or Driver's License) and another which proves your address details (e.g. utilities bill).
3. If you are visiting a person in detention in any professional capacity (i.e. if you are a lawyer), you must also provide proof of employment on your first visit to the centre
4. Wear the visitor identification provided at all times during your visit
5. Agree to undergo security screening required to enter the centre. This is similar to equipment used at airports and could include hand-held scanners, walk-through screening and x-ray devices
6. Are not under the influence of alcohol or drugs
7. Respect the right of a person in detention not to consent to a visit from you
8. Observe the centre rules and follow any reasonable directions given by authorised Serco or Department of Immigration and Citizenship staff
9. Remain in the Visits Area unless you are permitted access to other areas of the centre by authorised Serco staff or a Department of Immigration and Citizenship representative

10. Are aware that should you be refused entry to a centre by authorised Serco staff or a Department of Immigration and Citizenship representative, that you are entitled to be told the reason for refusal
11. Use the appropriate processes to lodge a complaint or give feedback. Posters and notices will be displayed in the Visits Area with details on how to report or discuss any concerns you may have. The Centre Manager will be happy to answer questions you have regarding the procedures
12. Are aware that unless you are a registered Migration Agent, the *Migration Act 1958* places limitations on the assistance and advice that you can provide to people in relation to their Department of Immigration and Citizenship case; i.e. preparing visa applications
13. Prohibited or illegal items can not be brought into the centre. Any personal items taken into the centre are your responsibility
14. Are aware that any items intended for a person in detention need to be shown and handed in at the Visitors Reception Area for security screening. Only items which have been cleared by security, will be given to the person in detention by Serco staff after the visit
15. Are aware that any prohibited items will be stored in a secure Serco locker for the duration of your visit and returned to you when you are leaving the centre
16. Are aware that any illegal items to be found on you personally or in any of your bags or in the secure Serco locker, will not be returned to you but will be given to the Police
17. Acknowledge that personal information provided to Serco will be retained for the Commonwealth and may be used to improve the care of people in detention or to investigate incidents in which you may be involved. All information will be treated confidentially and will only be used or disclosed in accordance with the provisions of the *Migration Act 1958* and *Privacy Act 1988*
18. Comply with the relevant State and Territory laws
19. Not advertise or sell any commercial product or service while in the visits area
20. Understand that CCTV monitoring is in continuous operation throughout the centre and that recordings may be provided, if necessary, to the Department of Immigration and Citizenship or authorised external agencies in accordance with Australian law
21. Refer any concerns you have about a person in detention or any Occupational Health and Safety risk to authorised Serco staff
22. Not encourage the person you are visiting to engage in behaviour that is inappropriate, or to the detriment of the safety and good order of the centre
23. Respect that the Visits Area is a public place, and behave in a manner which will not upset or disturb other people in detention or their visitors. Any accompanying children are your responsibility and must be supervised by you at all times in all sections of the Visits Area, including any crèche or play area facilities
24. Respect the rights of people in detention to maintain their own political, cultural, religious and spiritual affiliations
25. Respect the privacy and dignity of all people in the centre
26. Treat all people within the centre with respect and courtesy

27. Acknowledge that only appropriate physical contact between people in detention and visitors is acceptable

**If you are a contractor working within the centre, it is important that you:**

- 28. Are escorted and supervised by an authorised Serco staff member at all times
- 29. Only bring in tools and equipment that are required for the specific job being undertaken
- 30. Acknowledge that all tools will be logged into the visitors register, together with a full description of each tool
- 31. Acknowledge that tools must not be left unattended or unsecured
- 32. Acknowledge that on exit, all tools must be logged out and signed for by the contractor and an authorised Serco staff member
- 33. Agree that when maintenance work is to be carried out over an extended period, all tools and equipment need to be secured in a lockable cabinet

Serco would like to thank you for cooperating with these terms and conditions.

**VISITOR AGREEMENT**

I have read and agree to comply with the Serco Visitor Conditions of Entry.

Name: .....

Signature: .....

Date: .....

Centre: .....

**Facility Contact Details:**

**Villawood IDC**  
15 Birmingham Avenue  
Villawood NSW 2163

**Postal Address:**  
PO Box 85  
Villawood NSW 2163  
Ph: 02 9780 9220  
Fax: 02 9780 9206

**Maribyrnong IDC**  
53 Hampstead Road  
Maidstone VIC 3012

**Postal Address:**  
PO Box 189  
Maidstone VIC 3012  
Ph: 03 9318 1999  
Fax: 03 8682 2299

**Northern IDC**  
Stuart Highway  
Berrimah NT

**Postal Address:**  
PO Box 39672  
Winnellie NT 0821  
Ph: 08 8984 1178  
Fax: 08 8984 1145

**Perth IDC**  
Cnr Baker & McComb  
Roads  
Redcliffe WA 6104

**Postal Address:**  
PO Box 475  
Belmont WA 6984  
Ph: 08 9479 1257  
Fax: 08 9479 7284

**Christmas Island IDC**  
Murray Road  
North West Point  
Christmas Island

**Postal Address:**  
PO Box 433  
Christmas Island WA 6798  
Ph: 08 9164 7032  
Fax: 08 9164 8058